Office of Information Technology

NIH - Office of Director - Executive Office *Customer Service Newsletter*

A Word from the OIT Director & CIO-OD

This edition marks the first anniversary of our Customer Service Newsletter. In the dynamic world of IT, a lot has happened in the past twelve months. Here's a short list of IT events/activities within the OD over the past year:

➢ Implementation of the revised Network Password and Desktop Access Policy
➢ Testing of the Windows XP Professional operating system and Office XP suite
➢ Over 13,400 requests (Remedy Tickets) completed by OIT staff
➢ OD decision to migrate OD e-mail servers to CIT
➢ Continued increase in the number of OD web sites and the number of web based E-Gov type applications
➢ Publication of the OD Guide to Computing (you will soon receive a copy)
➢ A-76 for certain IT functions and HHS request for IT Consolidation.

OIT staff and I look forward to providing your IT support during the next twelve months.
Dodd's Law: The attention span of a computer is only as long as its electrical cord.

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The Customer Relationship Management Team (CRM)

Oh, my head is hurting,	I can't believe how quickly,	And if you read the SLA,
My CPU won't work.	My old machine is fixed.	It's full of real neat stuff.
My temper's getting shorter.	The "tekkie" has it running.	About OIT's support for us.
My mind's in such a blur.	Without a single hitch.	No problem is too tough.
Oh, whom shall I contact	Which gets me to a wonder'ng	The desktops are their specialty,
To fix my old machine.	Who runs this whole ballgame.	And servers: web and data.
Should Barry or should Bryan	Is it OIT or CIT,	Security and monitoring
Or maybe, should Maxine?	Or are they just the same?	Truly, keep us safer.
Now, I have the answer.	It turns out that the answer	The OIT gives great advice
I'll make a call to TASC	Involves them both, you see.	About your desktop needs.
For they have been so helpful	The CIT serves NIH	And contracts, MOUs and SOWS and web.
With problems in the past.	The OIT: NCHMD, OD.	Good service is their creed.
"Yes, for sure they'll help me.	Answering your inquiries	So, please remember what I've said
"30 minutes' all", they say.	Is CIT's Help Desk.	About the OIT.
A ticket's sent to OIT.	But, OIT fulfills the call	They're here to help you all the time
A "tekkie's on the way.	To serve their users best.	With all your IT needs.

We wish you merry, merry
And holidays of fun
From all of us in OIT
Glad tidings, Everyone.

<u>Desktop Support Team</u>

The Desktop Team Wishes you and your family Happiness through the Holidays and a prosperous New Year.

Tino, Jim, Marcelo, Josh, Umair, Chip, Hugo, Kevin, Mike, John, Jennifer, Brian, Mike, Barry, Tim, Steve.

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<u>Network Operations Team</u>

Backing up files to a network drive (H:\)
Why should I backup my files to the H drive?

The most important reason to backup your data files to your "Home Directory,"or better known as the H drive (H:\), is protection. OD Home servers are automatically backed up each night; consequently, data on those drives can be restored from tape. However, when you save your work to a local drive and do not back it up to the H drive, you lose that protection. Work related data files that should be stored on the H: drive can include Word and WordPerfect documents, Excel Spreadsheets, Access databases files (.mdb's), and Power Point slide presentations. Also, by saving attachments from emails to your H: drive, you can then delete the original attachment from the email message and save space within your Exchange mailbox.
How do I backup files to H drive?

Using the drag and drop method:

1. Double-click on My Computer.
2. Double click on C:
3. Double-click on the folder that contains files you wish to backup.

4. Minimize this window.
5. Return to the desktop.
6. Double-click on My Computer.
7. Double click on H:
8. Click on the files from the folder in C:
9. Drag and drop it into your network folder on H:

Instructions for copying files to your H: drive can also be found at:
http://www4.od.nih.gov/oitcbt/cbt2/copying/copying.htm

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Committee News

Have any pressing IT needs or ideas? If so, please contact your ITF representative before the regularly scheduled meeting.

OD ITF 2003 meeting schedule.

Date	From	To	Location
1/8/2003	1:30 PM	3:00 PM	31/6C Room 7
2/12/2003	1:30 PM	3:00 PM	50 Room 1328
3/12/2003	1:30 PM	3:00 PM	31/6C Room 7
4/09/2003	1:30 PM	3:00 PM	31/6C Room 7
5/14/2003	1:30 PM	3:00 PM	50 Room 1328
6/11/2003	1:30 PM	3:00 PM	50 Room 1328
7/09/2003	1:30 PM	3:00 PM	31/6C Room 7
8/13/2003	1:30 PM	3:00 PM	31/6C Room 10
9/10/2003	1:30 PM	3:00 PM	50 Room 1328

We need your feedback so we can continue to give the best customer service possible.... If you have any questions or comments please contact Sue O'Boyle, ITF Vice Chair at 301-402-0688.

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Security Awareness

We are hearing this a lot lately: "DO SOMETHING ABOUT THIS JUNK EMAIL!"

Believe me, we would love to! Unsolicited email (a.k.a. SPAM) is a growing problem not just for NIH but for all of government and private industry. SPAM mail delivers viruses, eats up bandwidth and disk space. It also wastes your time opening, reading, deleting, and receiving junk email. While there are technologies out there that can help us with this issue, the problem is deciding what's junk and what's not.

You can activate MS Outlook at your desktop to filter out unwanted email. Go to http://irm.cit.nih.gov/security/spam.htm for directions. Also, CIT is in the process of implementing a rating system that will assign stars to each email that's flagged as potentially being SPAM. The more stars assigned a particular email, the more likely it is SPAM, and you decide what to do from there.

The use of the Internet to send and receive electronic mail has greatly enhanced our ability to communicate with each other with unprecedented speed. But just as we can communicate with virtually anyone in the world, so, too, can anyone in the world communicate with us.

We suggest that we all participate in reducing the amount of junk email. It is against policy to create or forward chain letters. Don't send all of your buddies the great poem or joke you just received.

The bottom line is we get what we ask for. We want to communicate with everyone, and we want everyone to be able to communicate with us. We need to understand there are certain risks inherently associated with such openness. But, if we all do our part, we can at least mitigate the side effects. And please remember to help all of us to keep the bad guys out.

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Helpful Tips N Tricks-
My Mailbox is How Big????
Did you ever wonder why you keep getting emails from the network administrator telling you to clean up your mailbox because it's too big? Ever wonder how to find out how big your mailbox is before those "nasty grams" come out?   To determine the current size of your mailbox, follow these simple steps:

1. Open Outlook and look for the **"Outlook Today"** Icon, this can be found under the Outlook Shortcut Bar or under the Folder List
2. Right Click **Outlook Today - [Mailbox – Last name, First name (NIH/OD)]**, and select **Properties**.
3. Click the **Folder Size** button

Your mailbox's size will be shown in the **Total Size (including subfolders)** row. The 50 MB target will appear as **50000 KB**. If you're over the 50MB target you should visit our "Tips n Tricks" link on our web site: http://oit.od.nih.gov/showpage.aspx?pageid=43

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How Are We Doing?

Listed below are our performance measures for the *Customer Satisfaction Survey* that began April 24, 2002. If our performance falls below 🙂, we will explain the steps being taken to improve our service.

Network Support......................... 🙂
Desktop support......................... 🙂
Web/Application support............ 🙂
Overall OD/OIT support............. 🙂

🙂 = available when I need it and/or exceeded service level agreement for call resolution.

☹ = not available when I need it and/or did not meet service level agreement.

Note: Please remember to fill out and submit the **Customer Satisfaction Survey** emailed to you from TASC. Your response is important in assessing the performance of the OIT.

Customer Support Points of Contact

Levels of Escalation:

TASC	(301) 594-3278		
CIO-OD & OIT Director ..... David Wiszneauckas		CRM Team Lead .... Sue O'Boyle	
Chief Technology Officer .. William Kibby		Desktop Team Lead .... Marcelo Coelho	
IT Policy/ITS Budget .... Angela Murphy		Web & Dev Team Lead ..... John Deermer	
ISSO .... Antoine Jones		Network Team Lead .... Minh Chau	

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